

PROVIDER ONLINE SERVICE CENTER (POSC)
Registration Checklist

Step 1 Identify Staff Who Need Access to POSC	Step 3 Register and Establish Primary User ID in POSC	Step 5 Grant Access to Staff and Other Entities in POSC
<p>The primary user is:</p> <p><input type="checkbox"/> _____/_____</p> <p>List additional persons who need access / their function:</p> <p><input type="checkbox"/> _____/_____</p> <p><input type="checkbox"/> _____/_____</p> <p><input type="checkbox"/> _____/_____</p> <p><input type="checkbox"/> _____/_____</p> <p><input type="checkbox"/> _____/_____</p>	<p>Ensure that the primary user has the PIN (personal identification number) located on the MassHealth PIN letter and the current seven-digit provider number.</p> <p>Ensure that the primary user has key identifying data required to create his or her ID (such as the primary user's date of birth).</p> <p>Primary user – Go to the POSC at www.mass.gov/masshealth/providerservicecenter</p> <ul style="list-style-type: none"> • Register in the POSC (requires the PIN). • Check when access is established. (<i>Step 1</i>) • New user e-mail is sent. 	<p>Primary user – Go back to the POSC at www.mass.gov/masshealth/providerservicecenter.</p> <p>In left navigation bar, select Administer Account.</p> <ul style="list-style-type: none"> • Follow the prompts to set up access for staff listed in Step 1. • Follow prompts to grant access to other entities for sharing data listed in Step 2. • Check when access is established. (<i>Steps 1 and 2</i>)
Step 2 Identify Other Entities That Need to See Our Information	Step 4 Change Password in Virtual Gateway	Need Help?
<p>List other entities / their function:</p> <p><input type="checkbox"/> _____/_____</p> <p><input type="checkbox"/> _____/_____</p> <p><input type="checkbox"/> _____/_____</p> <p><input type="checkbox"/> _____/_____</p> <p><input type="checkbox"/> _____/_____</p>	<p>Primary user – Click link in new user e-mail to access the Virtual Gateway.</p> <ul style="list-style-type: none"> • Change the password. • Answer authentication questions. <p><input type="checkbox"/> <i>Password changed</i></p>	<p>Contact MassHealth Customer Service at 1-800-841-2900 or by e-mail at providersupport@mahealth.net</p> <p>Take the e-Learning course at http://masshealthnewmmisprovidertraining.ehs.state.ma.us/.</p>